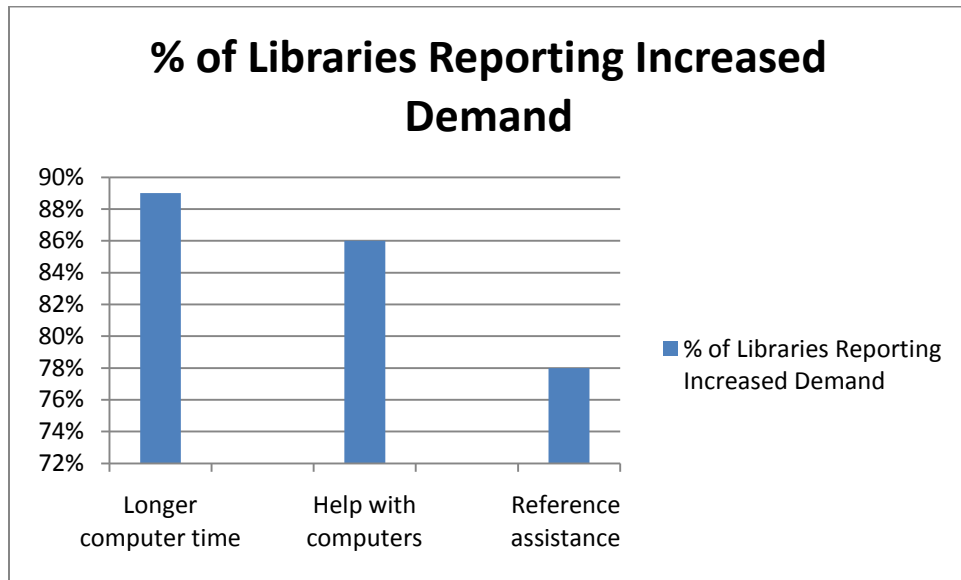


**Preliminary Summary Data
from the
2011 Special Needs Survey**

Responding Public Libraries Indicate Increased Demand for Employment Related Services

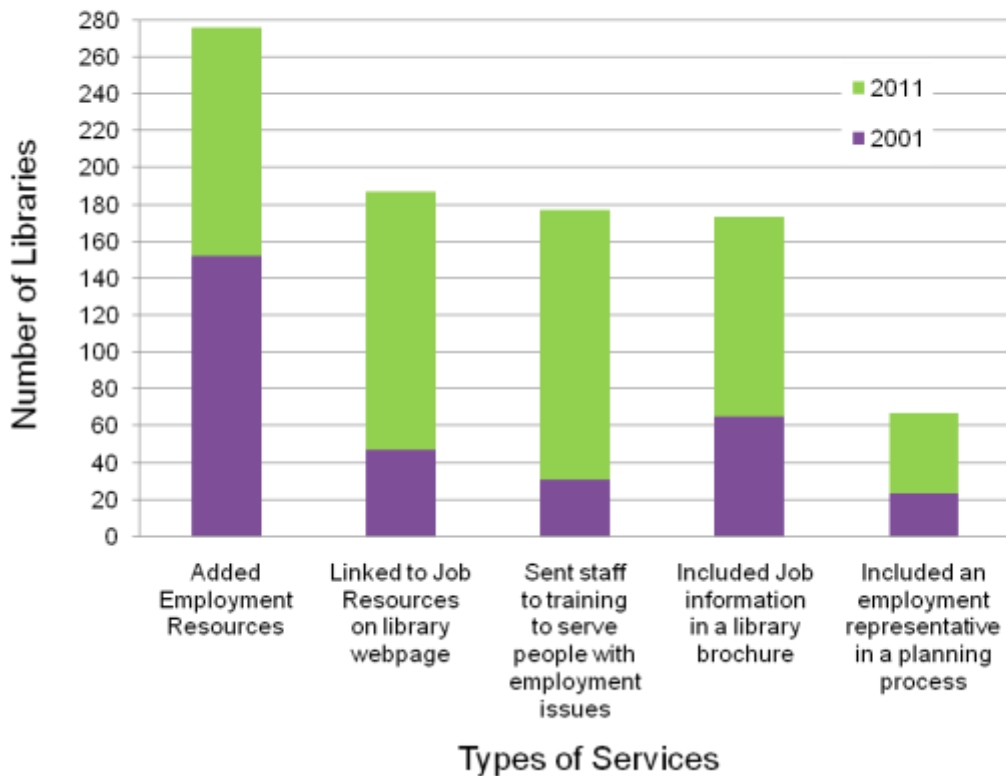


--from the 2011 Special Needs Surveys, 338 libraries out of 379 libraries completed the survey, almost a 90% response

Highlights:

- Almost 90% of responding libraries have had requests by people working on employment activities for longer time on computers.
- 86% of the libraries responding to the survey have had increased requests for help with computers from adults who do not have computer skills.
- More than three quarters of the libraries completing the survey have experienced increased reference assistance for employment related activities.

Response to Demand for Employment Services Reported by Public Libraries Completing the 2011 Survey



--from the 2001 and 2011 Special Needs Surveys.

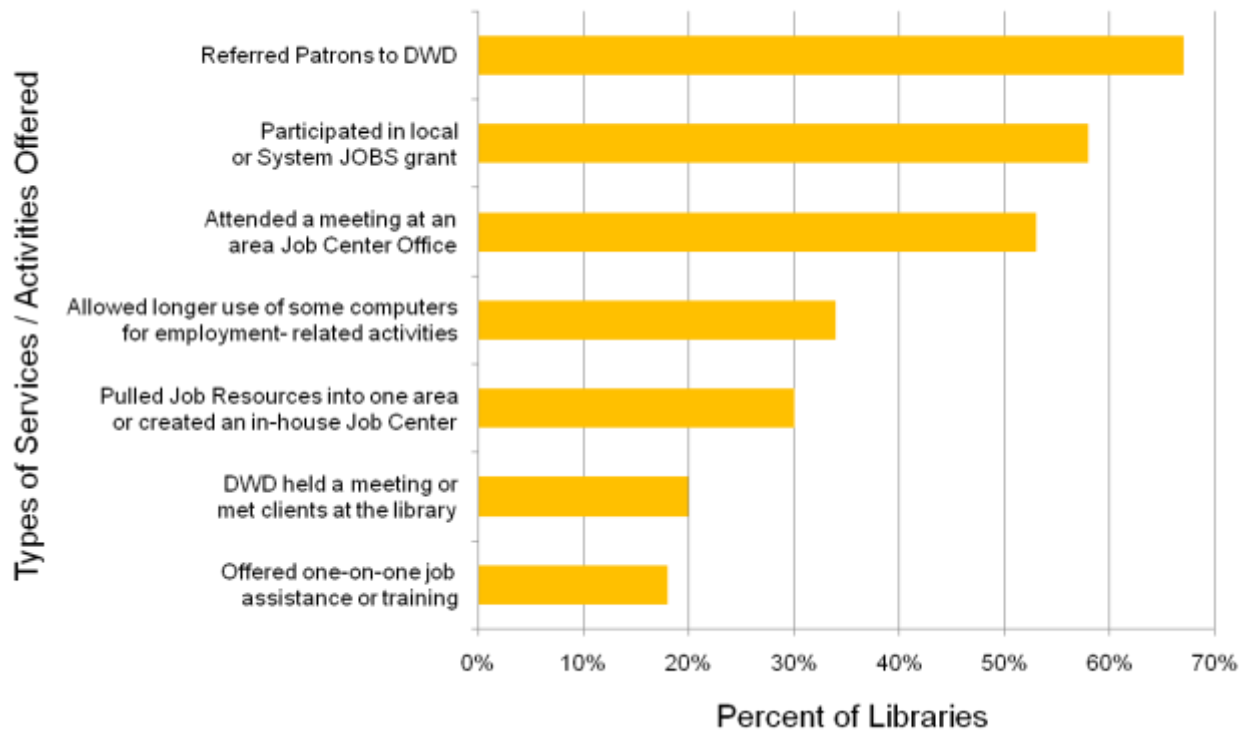
2001--293 of 380 libraries completed the survey, a 77% response rate

2011--338 libraries out of 379 libraries completed the survey, a 90% response

Highlights:

- There have been substantial increases in the number of libraries addressing employment issues from 2001 to 2011 in all areas included in both surveys.
- In 2011 almost three quarters of responding libraries responded to the increased demands for employment resources by adding more to their collection.
- Half or more of the libraries that responded to the survey sent staff to training to learn how to best serve people looking for job, added links to employment services to their web pages, or created brochures that described the assistance they offered job seekers.

Other Types of Services Offered by the Public Libraries That Completed the 2011 Special Needs Survey

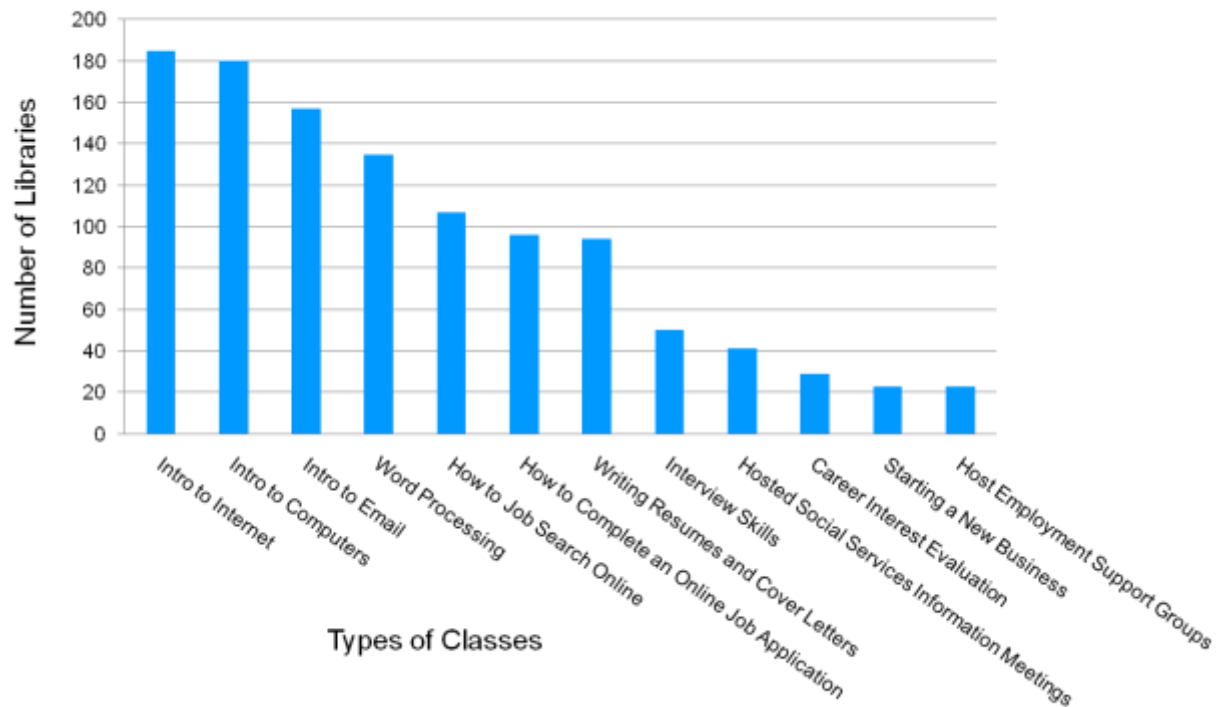


--from 2011 Special Needs Surveys, 338 libraries out of 379 libraries completed the survey, almost a 90% response rate.

Highlights:

- Almost 70% of responding libraries referred patrons to a Job Center or DWD office for assistance. Over half of the libraries sent staff to a Job Center or DWD office. This is an indication of the high level of collaboration between DWD and public libraries.
- Almost 60% of the libraries that responded were part of a System JOBS LSTA project or managed their own grant.
- 30% or more of the libraries completing the survey arrange for people working on job related activities longer access to their computers and/or pulled their job resources together to make it easier to find them quickly.
- Just under 20% of all responding libraries have had Job Center or DWD staff meet with clients or hold training sessions at the library. Almost 20% also offer one-on-one assistance to people working on employment activities or with training.

Types of Employment Classes Offered by Public Libraries Completing the 2011 Special Needs Survey

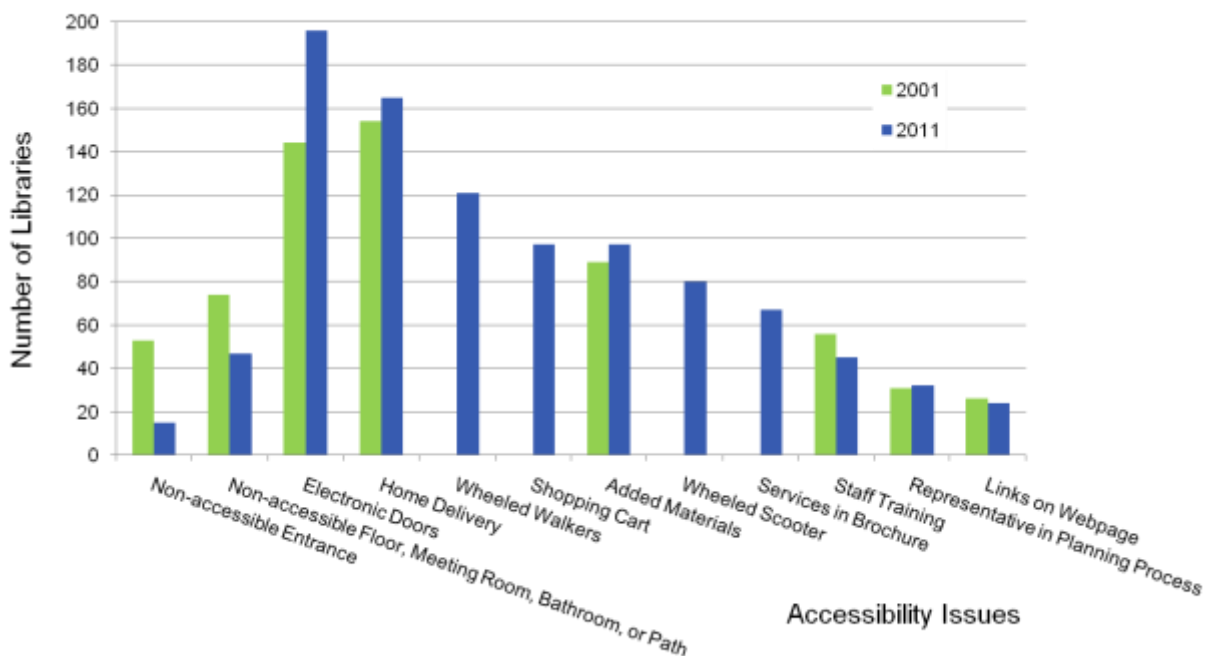


--from 2011 Special Needs Surveys, 338 libraries out of 379 libraries completed the survey, almost a 90% response rate.

Highlights:

- Half or more of the libraries that completed the survey offered Introductory classes on how to use a computer and the Internet.
- Over a third offered introductory classes on using email and word processing
- A quarter or more of the responding libraries offer classes on how to search for a job on-line, how to complete an on-line job application, and writing cover letters and resumes.

Accessibility Services Reported by Responding Libraries Change 2001-2011



--from the 2001 and 2011 Special Needs Survey.

2001 293 of 280 libraries completed the survey, a 77% response rate.

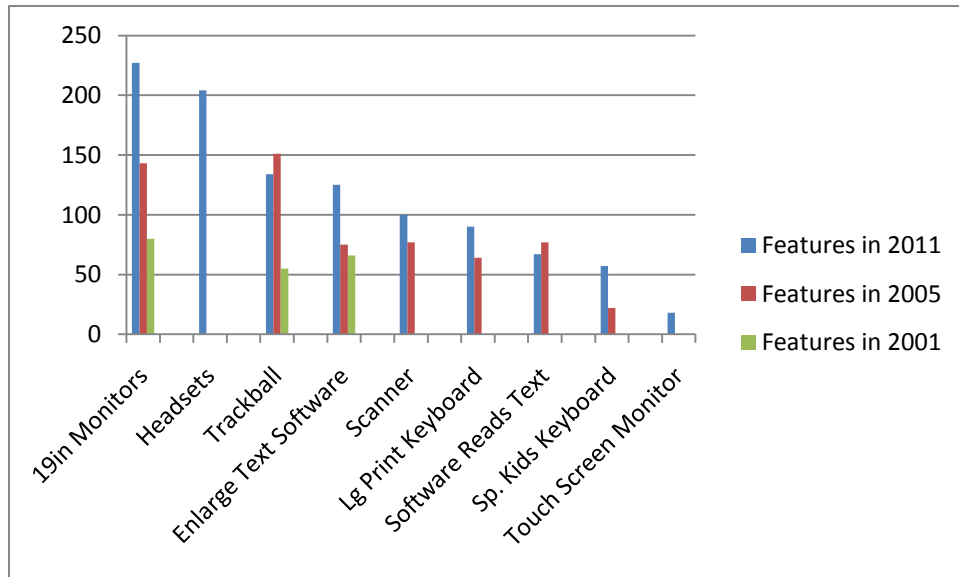
2011 338 of 379 completed the survey, almost a 90% response rate.

Building accessibility was first surveyed in 2001 but since has been updated annually by the System Special Needs Consultants. The most recent data is for 2010.

Highlights:

- Only 4% (15) of libraries in Wisconsin still do not have an accessible entrance, down from 14% (53) in 2001.
- 12% (47) of libraries have a non-accessible floor, bathroom, meeting room, or are so crowded a person who uses a wheelchair can't move throughout the library, compared to 19% (74) in 2001.
- Over half of the responding libraries have electronic doors at their entrances.
- Over a third of these libraries offer home delivery services for people who can't easily come to the library.
- Over thirty percent of the libraries completing the survey have wheeled walkers,
- Over a quarter of them have shopping carts and twenty percent have wheelchair or scooter.

Accessible Workstation Features 2001-2005-2011



--from the 2001 and 2011 Special Needs Surveys, and the 2005 Annual Report.

2001--293 of 380 libraries completed the survey, a 77% response rate

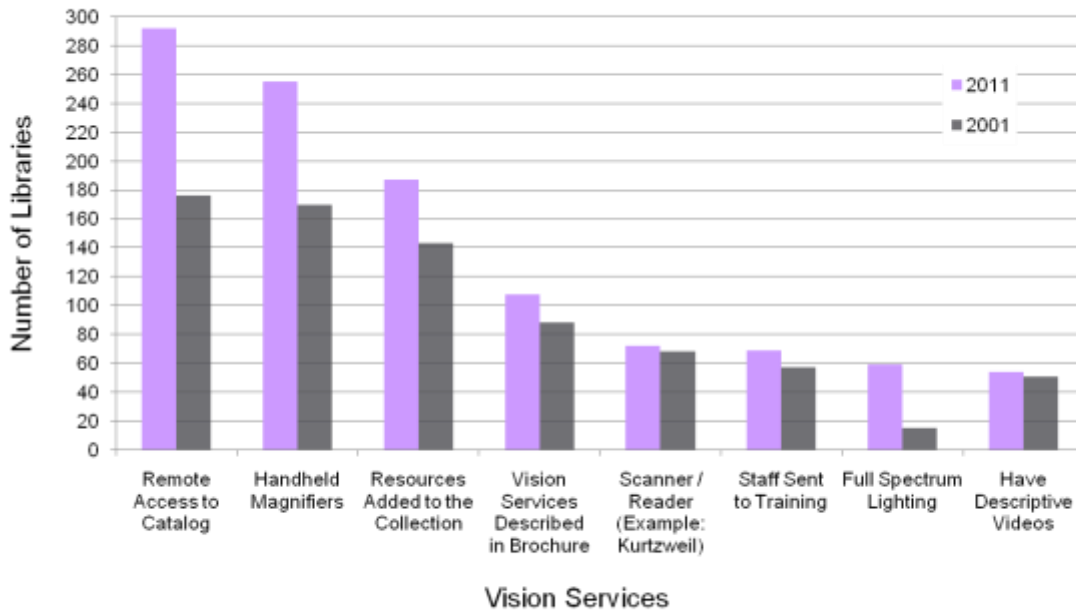
2005—Accessible workstation questions were included in the Annual Report, the response rate was 98%.

2011--338 libraries out of 379 libraries completed the survey, almost a 90% response rate.

Highlights:

- Over half of responding libraries had 19 inch or larger monitors and headsets in 2011.
- Over a third of the libraries that completed the survey indicated they have a trackball or other input device as an alternative to a mouse, and software that enlarges the text to a greater magnification than the computers offer.
- A quarter of responding libraries have scanners.
- About a fifth of the libraries that completed the survey have large print keyboards and software that reads text aloud.

Vision Services Offered by Responding Libraries Changes 2001-2011



--from the 2001 and 2011 Special Needs Survey.

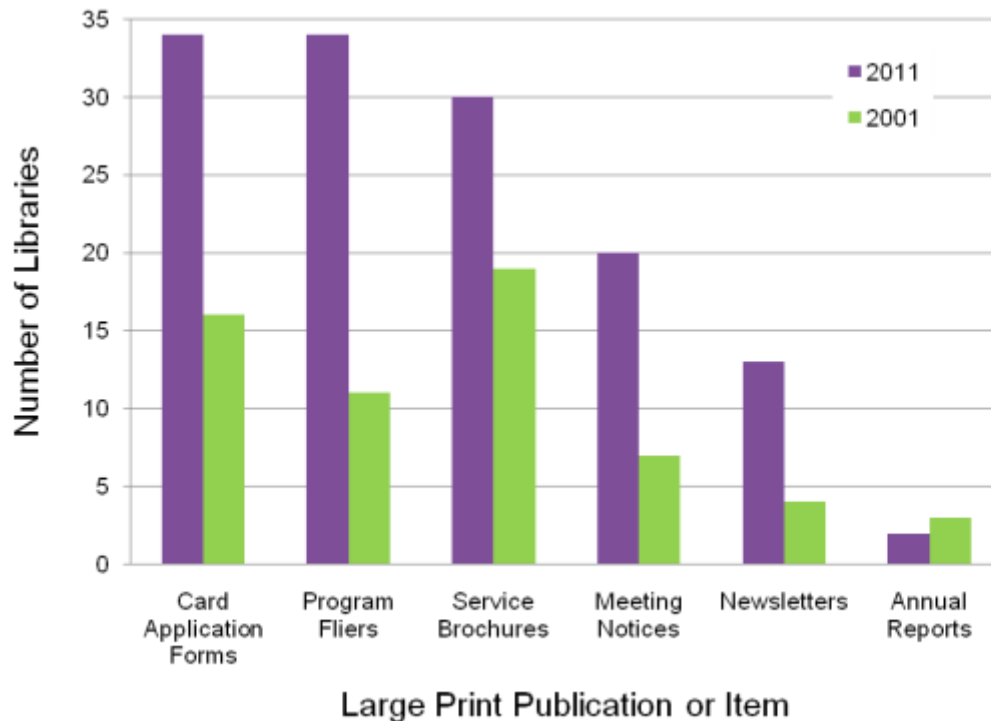
2001 293 of 280 libraries completed the survey, a 77% response rate.

2011 338 of 379 completed the survey, a 90% response rate.

Highlights:

- Progress was made in all vision services areas, from 2001 to 2011.
- Over three-quarters of the responding libraries offer remote access to the catalogs.
- Almost half of these libraries have hand magnifiers in the library and recently added materials intended for people who have vision loss.
- Over a quarter of the libraries that responded describe their vision services in a brochure.
- About twenty percent of the responding libraries sent staff to training and have equipment that scans and reads print (Kirtzweil).
- About fifteen percent of them have portable full spectrum lighting and descriptive videos.

Library Publications and Applications that are Available in Large Print Change 2001-2011



--from the 2001 and 2011 Special Needs Survey.

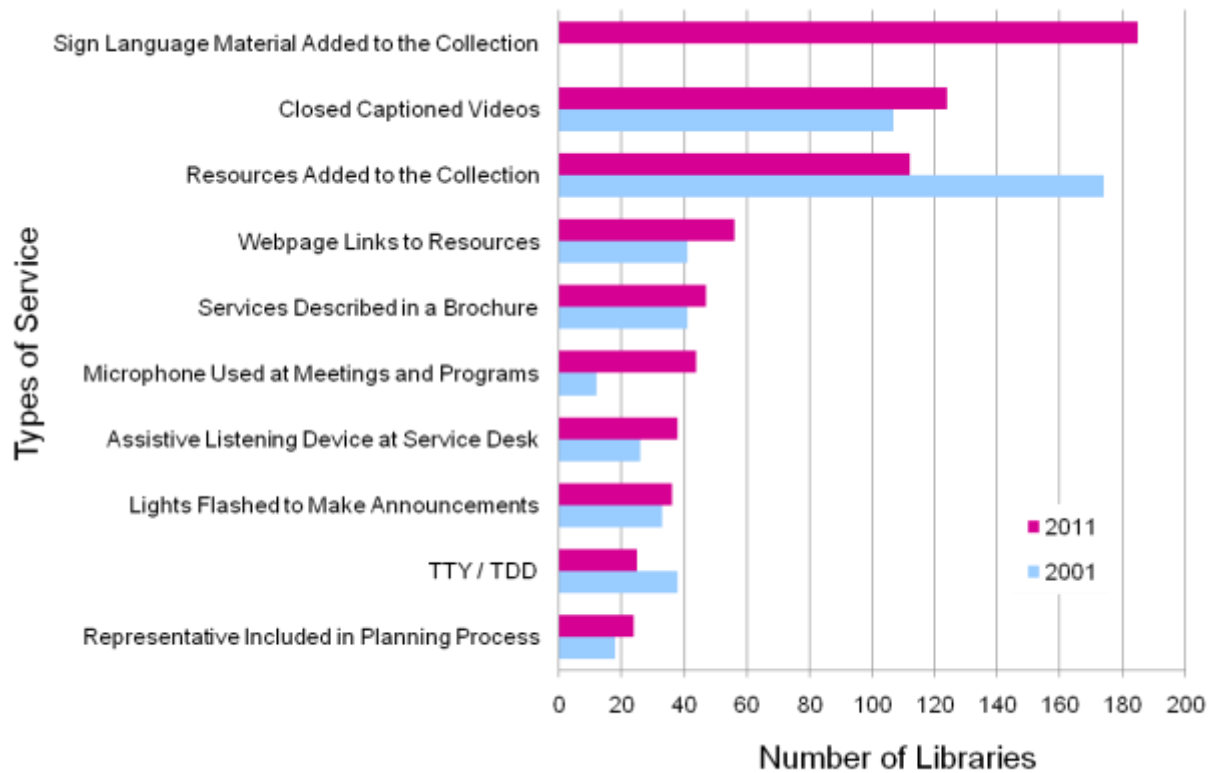
2001 293 of 280 libraries completed the survey, a 77% response rate.

2011 338 of 379 completed the survey, a 90% response rate.

Highlights:

- Responding libraries report increases in all areas, except their Annual Reports.
- The libraries that completed the survey are most likely to make their library card applications forms, service brochures and program fliers available in large print format.

Services for People Who Are Deaf or Have a Hearing Loss Changes 2001-2011



--from the 2001 and 2011 Special Needs Survey.

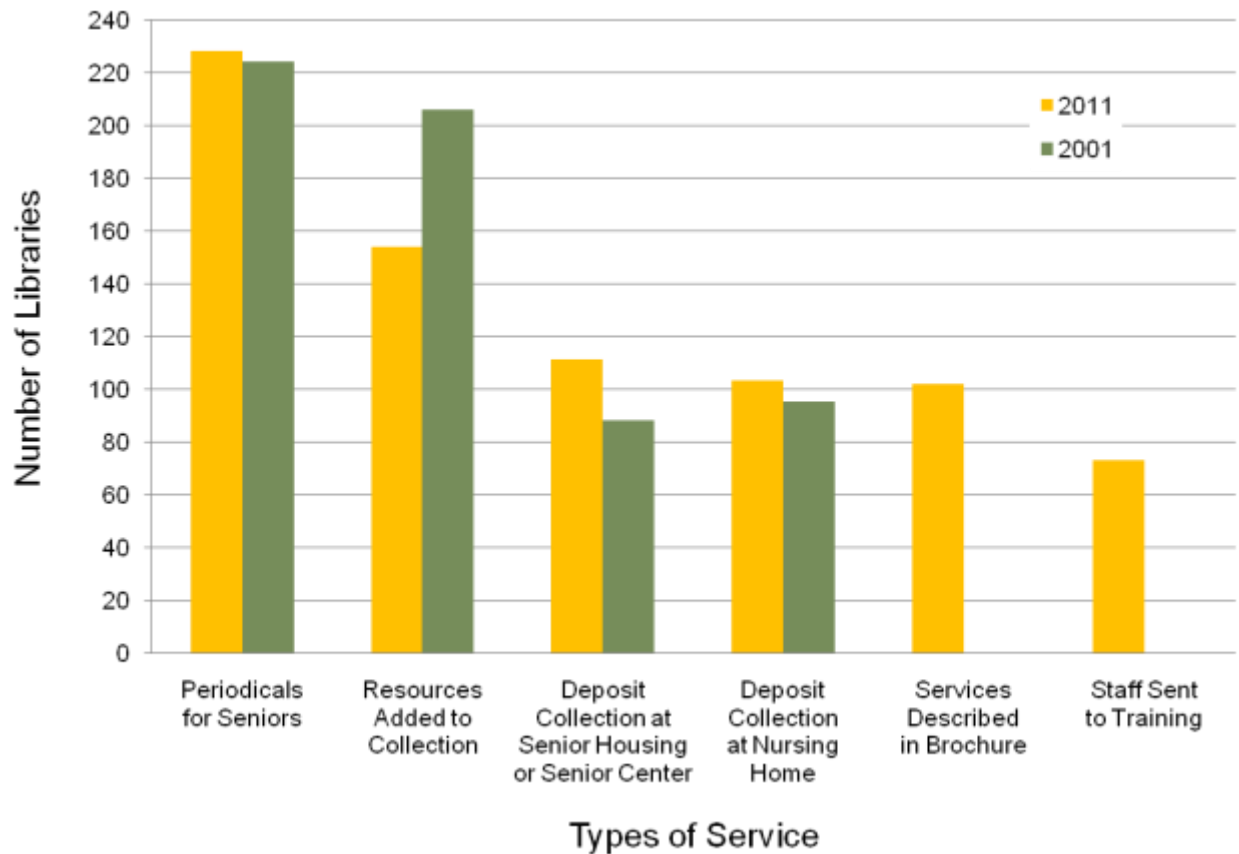
2001 293 of 280 libraries completed the survey, a 77% response rate.

2011 338 of 379 completed the survey, a 90% response rate.

Highlights:

- There was a growth in services for people who are deaf in all but two areas—adding resources on deafness to the collection and having a TTY/TTD in the library.
- Almost half of the libraries completing the survey in 2011 recently added sign language materials to the collection.
- About a third of responding libraries offer closed captioned videos.

Services for Seniors with Special Needs



--from the 2001 and 2011 Special Needs Survey.

2001 293 of 280 libraries completed the survey, a 77% response rate.

2011 338 of 379 completed the survey, a 90% response rate.

Highlights:

- Over half of responding libraries offer periodicals of special interest to seniors with special needs and added resources on topics of interest to them to their collections, including care giver information.
- A quarter of the libraries that responded have deposit collections at senior housing centers, senior centers, and at nursing homes, and offer described videos.
- About a fifth of the responding libraries sent staff for training in this service area.